

May 17, 2012

To: Steve Martinelli
Cost Allocation & Program Integrity Section
Bureau of Finance

From: Sarah R. Cannon, Research Analyst,
Bureau of Finance

Final
Final

RE: FFY'12 2nd QUARTER RESULTS FOR THE RANDOM MOMENT TIME STUDY

The Random Moment Time Study is a federally approved study used to accurately determine proportions of service worker time spent providing certain services to particular groups of clients. During the 2nd quarter of Federal Fiscal Year 2012 (January 1 – March 31, 2012), 2760 telephone calls were conducted to county social service workers. Of these calls, **1,618** were recording work related to the needs of an individual client; more specifically, **1,338** were related to the needs of a child. Results of telephone interviews yield the following breakout of Foster Care activity (percentages based on the 1,618 client-related calls):

**Wisconsin Random Moment Time Study Statewide Federal IV-E Claim
FFY12 – January 1 – March 31, 2012**

		Unassigned Calls		Guardianship Calls (eff 8/1/11)		Total	
		#	%	%	#	%	#
1. IV-E. Claim							
01	Eligibility Determination	0	0.00%	0	0.00%	0	0.00%
2. Foster Care Activity							
02	Rate Setting	1	0.06%	0	0.00%	1	0.06%
03	Placement of Children	50	3.09%	1	0.06%	51	3.15%
08	Preparation for & Participation in Judicial Det.	78	4.82%	1	0.06%	79	4.88%
09	Resource Development	33	2.04%	0	0.00%	33	2.04%
10	Recruitment	2	0.12%	0	0.00%	2	0.12%
21	Transportation for FC Administration	21	1.30%	0	0.00%	21	1.30%
41	Dev. Of Case Plan (Child-Medical)	1	0.06%	0	0.00%	1	0.06%
42	Dev. Case Plan (Child-Non-Medical)	3	0.19%	0	0.00%	3	0.19%
43	Dev. Of Case Plan (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
44	Dev. Of Case Plan (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
51	Case Review (Child-Medical)	12	0.74%	1	0.06%	13	0.80%
52	Case Review (Child-Non-Medical)	41	2.53%	0	0.00%	41	2.53%
53	Case Review (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
54	Case Review (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%

	Unassigned Calls		Guardianship Calls (eff 8/1/11)		Total	
	#	%	%	#	%	#
61 Case Management (Child-Medical)	21	1.30%	1	0.06%	22	1.36%
62 Case Management (Child-Non-Medical)	311	19.22%	5	0.31%	316	19.53%
63 Case Management (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
64 Case Management (Family Mbr-Medicaid ineligible)	7	0.43%	0	0.00%	7	0.43%
71 Referral for Services (Child-Medical)	3	0.19%	0	0.00%	3	0.19%
72 Referral for Services (Child-Non-Medical)	1	0.06%	0	0.00%	1	0.06%
73 Referral for Services (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
74 Referral for Services (Family Mbr-Medicaid ineligible)	1	0.06%	0	0.00%	1	0.06%
Total Foster Care Activity	586	36.22%	9	0.56%	595	36.77%

In FFY12, 2nd Quarter results of telephone interviews yield the following breakout of Pre-Placement Activity (% results based on 1,618 Client-related calls):

Pre-Placement/ Preventing Foster Care Activity

	Unassigned Calls		Guardianship Calls (eff 8/1/11)		Total	
	#	%	#	%	#	%
13 Prevention Case Plan Exists	16	0.99%	0	0.00%	16	0.99%
15 Court Proceedings Started	2	0.12%	0	0.00%	2	0.12%
Total Pre-Placement/ Preventing Foster Care Activity	18	1.11%	0	0.00%	18	1.11%
Total Foster Care/ Pre-Placement Activity	604	37.33%	9	0.56%	613	37.89%

Due to the ACR Review, September, 2009, Pre-Placement Activities for Juvenile Justice Cases have been removed from the Federal Claim. These were activities involving a juvenile delinquent who is at home, with a safety plan in place to prevent placement or pending court activity to remove the child from the home. There were no pre-placement calls regarding juvenile justice cases for FFY12 – 2nd quarter.

Removal of Pre-Placement/ Preventing Foster Care Activity for JJ Cases

13 Prevention Case Plan Exists	0	0.00%	0	0.00%	0	0.00%
15 Court Proceedings Started	0	0.00%	0	0.00%	0	0.00%
Total (JJ Pre-Placement Calls to be removed from IV-E claim)	0	0.00%	0	0.00%	0	0.00%
Grand Total Claimable Calls	604	37.33%	9	0.56%	613	37.89%

Including the 9 claimable subsidized guardianship waiver calls, the total IV-E claimable activity for FFY12- 2nd quarter is: **37.89%**; a **4.23%** decrease over FFY12- 1st quarter results of **41.56%**.

Claimable Calls (Foster Care + Pre-Placement)	604	37.33%
Total Guardianship Calls	9	0.56%
Total Claimable Calls for Quarter (guardianship + non-guardianship calls)	613	37.89%

Break-down for non-claimable, child-related calls:

	# of interviews	% of individual clients
<u>Non-Claimable Child-Related Calls</u>		
11 Not at Risk of Placement	506	31.27%
12 Positive Risk Assessment Completed	5	0.31%
16 Voluntary Kinship Placement	37	2.29%
81 Child Abuse/ Neglect Investigation	121	7.48%
82 Direct Social Services	28	1.73%
83 Juvenile Correctional Placements (includes 1 guardianship call)	28	1.73%
Total Non-Claimable Child-Related Calls	725	44.81%
Total Child-Related Calls for Quarter	1,338	82.69%

Call Breakdown (% results based on 2,760 total RMTS calls):

Client-Related Calls	1,618	58.62%
Non-Client-Related Calls	1,142	41.38%
Total Number of Calls for Quarter	2,760	100.00%
Total Child-Related Calls	1,338	82.69%
Total Adult-Related Calls	280	17.31%
Total Client-Related Calls	1,618	100.00%

The following is a breakdown of the remaining **1,142** calls for the quarter (% results based on a total of 2760 calls):

<u>Non-Client-Related Calls</u>		
01 - Out-of Sample Calls (79 turnover/36 no response)	115	4.17%
02 - Vacation	162	5.87%
03 - Sick Leave	110	3.99%
04 - Compensatory Time	276	10.00%
05 - Leave	63	2.28%
06 - Personal Time (Breaks, Bathroom, etc.)	120	4.35%
07 - Staff Development	57	2.07%
09 - General Administrative Activities	216	7.83%
11 - Other Activity (Not Client-Related)	18	0.65%
23 - General Service Activity/ Resource Development	5	0.18%
Total - Non-Client-Related Calls	1,142	41.38%

The number of client-related calls has been relatively stable for the last 3 Federal Fiscal years (FFY09 thru FFY12); usually +/- 2% of 57%.

	FFY10 – 2 nd Qtr	FFY10 – 3 rd Qtr	FFY10 – 4 th Qtr	FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY11 – 3 rd Qtr	FFY 11 – 4 th Qtr	FFY 12 – 1 st Qtr	FFY12 – 2 nd Qtr
Client-Related Calls	59.86%	58.41%	54.78%	55.80%	58.99%	56.67%	57.46%	56.05%	58.62%

The number of child -related calls has been relatively stable for the last 3 Federal Fiscal years (FFY09 thru FFY12); usually +/- 2% of 82%.

	FFY10 – 2 nd Qtr	FFY10 – 3 rd Qtr	FFY10 – 4 th Qtr	FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY11 – 3 rd Qtr	FFY 11 – 4 th Qtr	FFY 12 – 1 st Qtr	FFY12 – 2 nd Qtr
Child-Related Calls	79.18%	83.44%	76.98%	82.27%	82.62%	81.78%	84.55%	83.19%	82.69%

However, the overall claiming trend for the Social Service Random Moment Time Study has steadily declined from a high of **45.10%**, FFY10 – 4th quarter; at the peak of the economic recession; to it's current rate of **37.89%**. Currently a relative same amount of time is spent on child-related cases. However, that activity has resulted in a smaller number of claimable child-related cases.

	FFY10 – 2 nd Qtr	FFY10 – 3 rd Qtr	FFY10 – 4 th Qtr	FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY11 – 3 rd Qtr	FFY 11 – 4 th Qtr	FFY 12 – 1 st Qtr	FFY12 – 2 nd Qtr
1. Eligibility Determination	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2. Foster Care Activity	34.75%	39.83%	39.15%	39.48%	37.04%	36.51%	37.39%	39.11%	36.22%
4. Pre-Placement Activity	11.86%	11.72%	12.30%	4.09%	3.69%	3.01%	3.40%	2.26%	1.11%
Removal of Code 13&15 JJ Cases	-7.08%	-7.26%	-7.01%	-0.45%	-0.043%	-0.32%	-0.19%	-0.00%	-0.00%
Total Claimable Calls (excluding guardianship calls)	39.53%	44.29%	44.44%	43.12%	40.29%	39.19%	40.60%	41.37%	37.33%
Guardianship Calls	0.48%	0.31%	0.66%	0.71%	0.80%	0.58%	0.51%	0.00%	0.56%
Total Claimable Calls	40.01%	44.60%	45.10%	43.83%	41.09%	39.77%	40.92%	41.56%	37.89%

Note:

1. Effective with FFY09 – 1st quarter, Juvenile Justice Pre-Placement Activities have been removed from the SSRMTS.
2. Effective with FFY10 – 2nd quarter, Milwaukee County JJ, Aging and Disability Units were removed from the SS RMTS.
3. Effective with FFY11 – 1st quarter, Claimable Pre-Placement Activities have been limited to those cases where a safety plan is in place to prevent a child's removal from the home.
4. Effective August 1, 2011 – The Guardianship Program was rolled out from only BMCW to the entire state.

The Great Recession of 2009-2010 has contributed to a larger number of families in distress. From the beginning of the Recession in FFY08 – 4th quarter, the child abuse/ neglect investigations peaked at **11.64%** for the FFY10- 1st quarter. The current child abuse/ neglect investigation activity is **7.48%**, of all client-related activity. This figure is still higher than pre-recession rates of **6.85%**, but has decreased by **0.21%** since the FFY12-1st quarter.

Abuse/ Neglect Investigations

FFY08 – 1 st	7.11%	FFY09 – 1 st	8.45%	FFY10 – 1 st	11.64%	FFY11 – 1 st	10.32%	FFY12 – 1 st	7.69%
FFY08 – 2 nd	6.85%	FFY09 – 2 nd	8.46%	FFY10 – 2 nd	10.96%	FFY11 – 2 nd	10.89%	FFY12 -2nd	7.48%
FFY08 – 3 rd	7.44%	FFY09 – 3 rd	10.56%	FFY10 – 3 rd	9.12%	FFY11 – 3 rd	6.71%		
FFY08 – 4 th	7.70%	FFY09 – 4 th	10.58%	FFY10 – 4 th	10.05%	FFY11 – 4 th	8.20%		

Based on information taken from the United States Department of Labor, www.bls.gov, the economy is continuing to improve. Wisconsin's unemployment rate continues to decline and was at **6.8%** March, 2012. Wisconsin's unemployment rate is still higher than pre-recession rates - a **1.8%** increase in unemployment rates from October, 2008, the beginning of the 2009 Federal Fiscal Year thru December, 2011:

Year	Period	labor force	employment	unemployment	unemployment rate
2008	Oct	3079291	2915252	164039	5.3
↓					
2009	May	3137076(F)	2853322(F)	283754(F)	9.0(F)
2009	Jun	3131268(F)	2844102(F)	287166(F)	9.2(F)
2009	Jul	3121926(F)	2835085(F)	286841(F)	9.2(F)
2009	Aug	3111007(F)	2826634(F)	284373(F)	9.1(F)
2009	Sep	3100955(F)	2819309(F)	281646(F)	9.1(F)
2009	Oct	3093762(F)	2813493(F)	280269(F)	9.1(F)
2009	Nov	3090667(F)	2810081(F)	280586(F)	9.1(F)
2009	Dec	3092067(F)	2809687(F)	282380(F)	9.1(F)
2010	Jan	3096168(F)	2812520(F)	283648(F)	9.2(F)
2010	Feb	3099651(F)	2817199(F)	282452(F)	9.1(F)
2010	Mar	3099906(F)	2821495(F)	278411(F)	9.0(F)
2010	Apr	3096209(B)	2824017(B)	272192(B)	8.8(B)
2010	May	3089619(B)	2824441(B)	265178(B)	8.6(B)
2010	Jun	3082208(B)	2823338(B)	258870(B)	8.4(B)
2010	Jul	3075845(B)	2821635(B)	254210(B)	8.3(B)
2010	Aug	3071277(B)	2820641(B)	250636(B)	8.2(B)
2010	Sep	3068599(B)	2820835(B)	247764(B)	8.1(B)
2010	Oct	3067648(B)	2822451(B)	245197(B)	8.0(B)
2010	Nov	3067750(B)	2825217(B)	242533(B)	7.9(B)

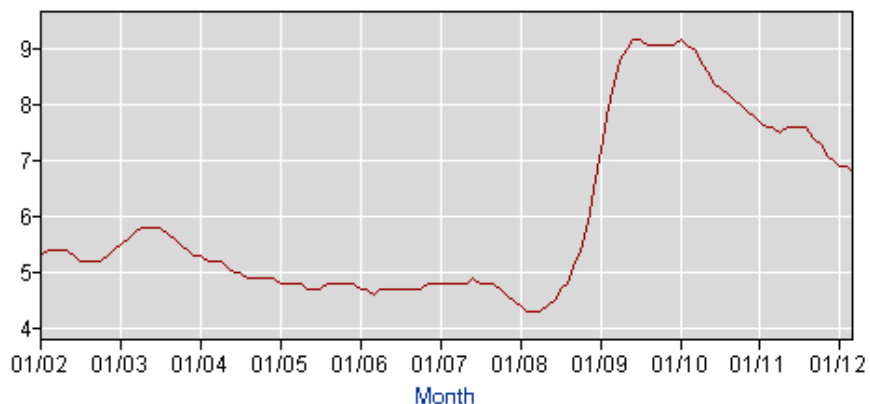
Year	Period	labor force	employment	unemployment	unemployment rate
2010	Dec	3068342(B)	2828816(B)	239526(B)	7.8(B)
2011	Jan	3069656(B)	2833068(B)	236588(B)	7.7(B)
2011	Feb	3070780(B)	2836783(B)	233997(B)	7.6(B)
2011	Mar	3070312(B)	2838145(B)	232167(B)	7.6(B)
2011	Apr	3067707(B)	2836190(B)	231517(B)	7.5(B)
2011	May	3063898(B)	2831604(B)	232294(B)	7.6(B)
2011	Jun	3060386(B)	2826899(B)	233487(B)	7.6(B)
2011	Jul	3058088(B)	2824515(B)	233573(B)	7.6(B)
2011	Aug	3057357(B)	2825784(B)	231573(B)	7.6(B)
2011	Sep	3057366(B)	2829775(B)	227591(B)	7.4(B)
2011	Oct	3057248(B)	2834554(B)	222694(B)	7.3(B)
2011	Nov	3056534(B)	2838869(B)	217665(B)	7.1(B)
2011	Dec	3056367(B)	2843199(B)	213168(B)	7.0(B)
2012	Jan	3054610	2844542	210068	6.9
2012	Feb	3059442	2849581	209861	6.9
2012	Mar	3064170(P)	2856643(P)	207527(P)	6.8(P)

F : Reflects model re-estimation and new seasonal adjustment.

B : Reflects revised population controls, model re-estimation, and new seasonal adjustment.

P : Preliminary.

unemployment rate



Claimable Foster Care Activities

Statewide, the slowly improving unemployment rate has positively affected children in the State; resulting in a declining Federal IV-E claim. The Statewide, claimable foster care activities decreased **4.23%**; from FFY 12 – 1st quarter's results of **41.56%** to FFY 12 – 1st quarter results of **37.33%**.

The State-wide foster care activity decreased **2.89%** over the previous quarter; with the most significant decreases seen in Code "52" – Case Plan Reviews (**1.60%** decrease) and Code "62" – Case Management- Child-Non-Medical (**2.43%** decrease).

When you analyze only the statewide claimable foster care activity, you will see that the claimable foster care activity still remains significantly higher than the pre-recession IV-E claim rates - FFY08 – 3rd quarter results of 27.85% . Foster care claimable activity was 27.85% (FFY08 – 3rd quarter), but is now 36.22% (FFY12 – 2nd quarter). Therefore, overall, worker time spent on case management activities for children who have been removed from their parental homes, and placed in court-ordered relative, foster care, group home and residential care placements continues to remain at levels significantly higher than pre-recession levels.

	FFY10 – 2 nd Qtr	FFY10 – 3 rd Qtr	FFY10 – 4 th Qtr
Foster Care Activity	34.75%	39.83%	39.15%

FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY11 – 3 rd Qtr	FFY11 – 4 th Qtr
39.48%	37.04%	36.51%	37.39%

FFY12 – 1 st Qtr	FFY12 – 2 nd Qtr
39.11%	36.22%

Bureau of Milwaukee Child Welfare

Analysis of the Bureau of Milwaukee Child Welfare's claimable foster care activity levels show that the rebounding economy has resulted in a sharp decline of claimable IV-E activity. The economic recession had disproportionately affected children in Milwaukee with even higher claimable foster care activity than statewide results. However, with the improving economy, the total claimable calls for BMCW were 60.73% for FFY12 – 2nd quarter; versus 67.16% for FFY11 – 4th quarter; an impressive 6.43% decrease. This brings the BMCW IV-E claim closer to the pre-recession levels of 58.68% (FFY08 – 3rd quarter).

	FFY10 – 2 nd Qtr	FFY10 – 3 rd Qtr	FFY10 – 4 th Qtr
BMCW IV-E Claim	70.68%	76.56%	76.32%

FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY11 – 3 rd Qtr	FFY11 – 4 th Qtr
71.91%	74.26%	65.61%	71.73%

FFY12 – 1 st Qtr	FFY12 – 2 nd Qtr
67.16%	60.73%

Analysis of the BMCW's claimable foster care activity shows that there was relatively no change from FFY12 – 1st quarter results. The FFY12- 2nd quarter netted a minor 0.27% increase from 57.84% (FFY12-1st qtr) to 58.12% (FFY12-2nd qtr). There was a 4.76% increase in Code "08" – Preparation for & Participation in Judicial Determination (8.33% to 13.09%). However there was 4.21% decrease in Code "52" – Case Plan Review (7.35% to 3.14%) and a 1.92% decrease in Code "62" – Case Management – Child-Non-Medical (33.33% to 31.41%).

Claimable Pre-Placement Activities

Statewide, claimable pre-placement activities decreased 1.27% from 2.26% (FFY12 – 1st quarter) to 0.99% (FFY12- 2nd quarter). With the start of FFY11, pre-placement activity was limited to those cases involving children who are in the parental home and an open safety plan is in effect to prevent the placement of children outside the home. Calls involving children who only had an open court order in place without a safety plan in place to prevent placement were removed from claimable activity.

For the FFY12 – 2nd quarter, there were no calls involving juveniles who were at home with an open safety plan in place to prevent placement (primarily those children who were in previous out-of-home placements with plans in place to prevent their re-removal. Therefore, the total pre-placement activity remains at 1.11% for the FFY12- 2nd quarter.

Unlike State-wide results which saw a smaller, 1.27% decrease in claimable pre-placement activities; BMCW actually saw a significant decrease in pre-placement activities. BMCW's pre-placement activity decreased 6.70% ; from 9.31% (FFY12-1st quarter) to 2.62% (FFY12-2nd quarter). This was primarily due to a 5.72% decrease in Code "13" – Prevention Case Plan Exists.

More worker activity in BMCW during FFY12 – 1st quarter was spent on children who were still in parental home or reunified with their parent(s), but deemed at risk of out-of-home placement.

Non-Claimable Child-Related Calls

The main reason for the significant decrease in the IV-E claim for the FFY12–2nd quarter was the increase in non-claimable child-related call activity. Statewide, non-claimable child-related calls increased this past quarter; increasing **3.18%** from **41.63%** in FY12–1st quarter to **44.81%** in FFY12–2nd quarter.

Code	Pre-Placement Activity	FFY12 – 2 nd Qtr	FFY12 – 1 st Qtr	Difference
11	Not at Risk of Placement	31.27%	29.86%	<u>1.41%</u>
12	Positive Risk Assessment Completed	0.31%	0.39%	-0.08%
16	Kinship Placement as FC Prevention (no MA)	2.29%	1.16%	<u>1.12%</u>
81	Child Abuse/ Neglect Investigation	7.48%	7.69%	<u>-0.21%</u>
82	Direct Social Services	1.73%	1.10%	0.63%
83	Juvenile Correctional Placements	1.73%	1.42%	0.31%
	Total Non-Claimable Child-Related Calls	<u>44.81%</u>	<u>41.63%</u>	<u>3.18%</u>

This activity decreased primarily due to increases in Code “11” – Not At Risk of Placement (**1.41%** increase) and Code “16” – Kinship Placement as FC Prevention (**1.12%** increase). There were only insignificant decreases in Code “12” – Positive Risk Assessment Completed and Code “81” – Child Abuse/ Neglect Investigations.

Non-Client Related Calls

Statewide, more time was spent on Client-Related Activity vs. Non-Client Related Activity. This increase however did not lead to an increase in the state-wide claimable IV-E activity. The breakdown for non-client-related activities decreased **2.57%** from FFY12–1st quarter results, **43.65%** of all calls to FFY12 -1st quarter results (**41.38%**).

The decrease in non-client related calls can mainly be attributed to a **4.82%** decrease in Code “02” – Vacation; which was at **10.69%** for the October 1 – December 31, 2011 quarter; presumptively due to holiday season; down to the current **5.87%** level for FFY12 – 2nd quarter. Due to the Christmas and New Year’s Holidays, this is a normal occurrence. The other contributing factor to the decrease in non-client-related activity is the **1.97%** decrease in Code “07” – Staff Development.

There were two significant increases in non-client-related activity. Code “01” – Out of sample and Code “05” – Leave both increased (3.42% and 1.89% increases respectively). The out-of-sample rate has increased **0.76%** from FFY 12 – 1st quarter results (**3.41%**) to FFY 12 – 2nd quarter results (**4.17%**); mainly due to an increase in BMCW’s out-of-sample rate.

To continue this improvement in the out-of-sample rate, all workers, supervisors and liaison’s at the BMCW sites and at the Child Placing Agencies have been sent an email reminding them of the importance of compliance in responding to the time study within 48 hours or two business days to reduce the portion of Out-of Sample calls that they have a control over – the non-response rates. When an individual sample is thrown out, pollers send reminder emails to those workers to respond within the 48 hour time frame.

Additionally, to help reduce the out-of-sample rates, both pollers are sending emails to workers after the 1st business day to improve the response rate and have called supervisors and liaisons to help assist in more timely responses. A monthly tabulation of no responses and turnover rate is compiled to more closely monitor compliance of the timeliness requirements of the time study.

To determine Guardianship and WISACWIS claims, the break-out of the 317 calls to BMCW is as follows **(based on 191 client-related calls)**:

		Unassigned Calls		Guardianship Calls (eff 8/1/11)		Total	
		#	%				
1. IV-E. Claim							
01	Eligibility Determination	0	0.00%	0	0.00%	0	0.00%
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03	Placement of Children	4	2.09%	0	0.00%	4	2.09%
08	Preparation for & Participation in Judicial Det.	24	12.57%	1	0.52%	25	13.09%
09	Resource Development	1	0.52%	0	0.00%	1	0.52%
10	Recruitment	0	0.00%	0	0.00%	0	0.00%
21	Transportation for FC Administration	5	2.62%	0	0.00%	5	2.62%
41	Dev. Of Case Plan (Child-Medical)	0	0.00%	0	0.00%	0	0.00%
42	Dev. Case Plan (Child-Non-Medical)	0	0.00%	0	0.00%	0	0.00%
43	Dev. Of Case Plan (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
44	Dev. Of Case Plan (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
51	Case Review (Child-Medical)	1	0.52%	0	0.00%	1	0.52%
52	Case Review (Child-Non-Medical)	6	3.14%	0	0.00%	6	3.14%
53	Case Review (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
54	Case Review (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
61	Case Management (Child-Medical)	3	1.57%	0	0.00%	3	1.57%
62	Case Management (Child-Non-Medical)	59	30.89%	1	0.52%	60	31.41%
63	Case Management (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
64	Case Management (Family Mbr-Medicaid ineligible)	4	2.09%	0	0.00%	4	2.09%
71	Referral for Services (Child-Medical)	1	0.52%	0	0.00%	1	0.52%
72	Referral for Services (Child-Non-Medical)	0	0.00%	0	0.00%	0	0.00%
73	Referral for Services (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%
74	Referral for Services (Family Mbr-Medicaid ineligible)	1	0.52%	0	0.00%	1	0.52%
Total Foster Care Activity		109	57.07%	2	1.05%	111	58.12%

In FFY12, 2nd Quarter results of telephone interviews yield the following breakout of Pre-Placement Activity (% results based on **317** Client-related calls):

BMCW Pre-Placement/ Preventing Foster Care Activity

	Unassigned Calls		Guardianship Calls (eff 8/1/11)		Total	
	#	%	#	%	#	%
13 - Prevention Case Plan Exists	5	2.62%	0	0.00%	5	2.62%
15 - Court Proceedings Started	0	0.00%	0	0.00%	0	0.00%
Total Pre-Placement/ Preventing Foster Care Activity	5	2.62%	0	0.00%	5	2.62%
BMCW – Total Claimable Calls for the Qtr	114	59.69%	2	1.05%	116	60.73%

BMCW Non-Claimable Child-Related Calls:

		Unassigned Calls		Subsidized Guardianship Calls		Total	
11	Not at Risk of Placement	35	18.32%	0	0.00%	35	18.32%
12	Positive Risk Assessment Completed	2	1.05%	0	0.00%	2	1.05%
16	Kinship Placement as FC Prevention (no MA)	5	2.62%	0	0.00%	5	2.62%
81	Child Abuse/ Neglect Investigation	29	15.18%	0	0.00%	29	15.18%
82	Direct Social Services	0	0.00%	0	0.00%	0	0.00%
83	Juvenile Correctional Placements	3	1.57%	0	0.00%	3	1.57%
Total Non-Claimable Child-Related Calls		74	38.74%	0	0.00%	74	38.74%

Total BMCW – Child-Related Calls

188	98.43%	2	1.05%	190	99.48%
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BMCW – Client-Related Calls	191	60.25%	0	0.00%	191	60.25%
BMCW – Non-Client-Related Calls	126	39.75%	0	0.00%	126	39.75%
Total Number of Calls to BMCW for Quarter	317	100.0%	0	0.00%	317	100.0%

The following is a breakdown of the remaining **126** calls for the quarter (% results based on a total of 317 calls):

	<i>Unassigned Calls</i>		<i>Guardianship Calls</i>		<i>Total</i>	
	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>	<i># of indicated interviews</i>	<i>% of activity for individual clients</i>
<i>Non-Client-Related Calls</i>						
01 - Out-of Sample Calls	45	14.20%			45	14.20%
02 - Vacation	11	3.47%			11	3.47%
03 - Sick Leave	6	1.89%			6	1.89%
04 - Compensatory Time	17	5.36%			17	5.36%
05 - Leave	13	4.10%			13	4.10%
06 - Personal Time (Breaks, Bathroom, etc.)	9	2.84%			9	2.84%
07 - Staff Development	6	1.89%			6	1.89%
09 - General Administrative Activities	16	5.05%			16	5.05%
11 - Other Activity (Not Client-Related)	3	0.95%			3	0.95%
23 - General Service Activity/ Resource Development	0	0.00%			0	0.00%
<i>Total BMCW - Non-Client Related Calls (% based on 362 total calls to Milwaukee)</i>	126	39.75%			126	39.75%
<i>Total BMCW Calls</i>	317	100%			317	100%

Claimable Foster Care Activities

Similar to statewide results, the total BMCW IV-E claim has been steadily declining since the beginning of the Recession. The total BMCW IV-E claim decreased **6.72%** from **67.16%** (FFY12- 1st quarter) to 60.73%. This is due to a **6.70%** decrease in claimable Pre-placement Activities.

	FFY10 – 2 nd Qtr	FFY10 – 3 rd Qtr	FFY10 – 4 th Qtr	FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY 11 – 3 rd Qtr	FFY 11 – 4 th Qtr	FFY12 – 1 st Qtr	FFY12 – 2 nd Qtr
1. Eligibility Determination	0.00%	0.00%	0.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2. Foster Care Activity	60.73%	67.71%	63.68%	63.48%	64.36%	53.44%	63.29%	57.84%	58.12%
3. Pre-Placement Activity	9.95%	8.85%	12.63%	8.43%	9.90%	12.17%	8.44%	9.31%	2.62%
Total Claimable Calls (including guardianship calls)	70.68%	76.56%	76.32%	71.91%	74.26%	65.61%	71.73%	67.16%	60.73%

Claimable Pre-Placement Activities

Like Statewide results which saw a decrease in Pre-Placement Activities, BMCW also saw a decrease in pre-placement activities. The main contributor to a decrease in claimable pre-placement for BMCW was the significant, **5.72%** decrease in Code “13” - Prevention Case Plan exists; which decreased from **8.33%** (FFY12-1st quarter) to **2.62%** (FFY12-2nd quarter). Essentially, **less worker time was** spent on cases involving a child(ren) that were at home with safety plans in place to prevent placement or re-removal from the home for the FFY11– 4th quarter.

Non-Claimable Foster Care Activities

The main factor for the decrease in BMCW’s IV-E claim is the increase in non-claimable foster care activity. There was a **5.90%** increase in non-claimable foster care activity for FFY12-2nd quarter; which increased from **32.84%** (FFY12-1st quarter) to **38.74%** (FFY12-2nd quarter). All Non-Claimable Activity increased this quarter, with the exception of Code “11” – Not at Risk of

Placement; which is activity spent on children who are at home with no imminent risk of placement and no safety plan in place to prevent removal from the parental home.

An increase in the non-claimable foster care activity and a decrease in the IV-E claim can not however necessarily be a sign that the children in Milwaukee are less vulnerable. The children in Milwaukee disproportionately are affected by the poor economic conditions.

BMCW's child abuse/ neglect investigations, Code "81" saw a **3.91%** increase from **11.27%** (FFY12-1st quarter) to **15.18%** (FFY12-2nd quarter). Additionally, there was a **1.15%** increase in Code "16" – Kinship placement as FC Prevention; which indicates that more children are voluntarily placed with relatives for a variety of reasons. There was also a 1.57% increase in Juvenile Correctional Placements for BMCW children; which increased from 0% (FFY12-1st quarter) to 1.57% (FFY12-2nd quarter).

Client-Related Activities

There was **3.90%** increase in client-related calls in BMCW this quarter ; from **56.35%** (FFY12-1st quarter) to **60.25%** (FFY12-2nd quarter). With the elimination of calls to Juvenile Justice, Aging and Disability Unit workers, virtually all calls (99.48%) to BMCW were child-related calls for the FFY12 – 2nd quarter. Under certain circumstances, this could potentially lead to increased IV-E claimable activity. However, for this quarter, the increase in client-related activity did not lead to an increase in BMCW's IV-E Claim.

Non-Client Related Activities

Non-client related activities, like the Statewide results decreased. The Non-client related calls declined **3.90%** from **43.65%** (FFY12-1st quarter) to **39.75%** (FFY12-2nd quarter). There was an 8.41% decrease in vacation time and a 1.97% decrease in staff development for the quarter.

Out-of-Sample Rate

One activity that we have been trying to keep a close eye on is the out-of-sample rate; especially for BMCW. The number of phone calls to BMCW varies for each quarter, however the out-of-sample rate increased **3.73%** from **10.77%** (FFY12-1st quarter) to **14.20%** (FFY12-2nd quarter). This is a huge increase with the out-of-sample rate as high as historical averages of around **11%**. However, a huge turnover has contributed to this increase.

	FFY10 – 4 th Qtr	FFY11 – 1 st Qtr	FFY11 – 2 nd Qtr	FFY11 – 3 rd Qtr	FFY 11 – 4 th Qtr	FFY 12 – 1 st Qtr	FFY12 – 2 nd Qtr
Number of Calls	460	308	359	318	423	362	317
No- Response/ Late Response	8.62%	5.84%	1.11%	2.83%	2.13%	4.42%	6.31%
Turnover	5.75%	4.55%	6.41%	2.52%	6.86%	6.35%	7.89%
Total Out-of-Sample Rate	14.37% 50 calls	10.39% 32 calls	7.52% 27 calls	5.35% 17 calls	8.98% 38 calls	10.77% 39 calls	14.20% 45 calls
* Note: Rounding discrepancies (% are calculated by dividing # of hits by total # of calls							

BMCW's FFY12-2nd quarter out-of-sample rate was **14.20%**. However, **7.89%** of these calls, or 25 out of 45 out of sample calls were due to workers no longer being with the agency/ promoted, etc. Whereas, 20 calls, or **6.31%** of the out-of sample calls were due to late or no responses.

The economy is still in recovery as evidenced by the high child abuse/ neglect investigations at both the State and BMCW levels as well as the number of children who are voluntarily placed with relatives. The children in Milwaukee as well as the state continue to be vulnerable. The improving economy has contributed to fewer children who are placed outside the home and has resulted in fewer children who are deemed to be at imminent risk of removal from the parental home.

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